

1. RESERVED

(C)
(D)



(D)

2. RESERVED

(D)

(D)

3. NUMBER REFERRAL SERVICE

A. Description

1. Number Referral Service is a central office optional intercept arrangement for a number which is no longer in service. (C)

2. Reserved (C)
(D)
|
(D)

3. Number Referral Service (C)
(D)

An automated announcement which states that the called number has been disconnected. No further information is provided about the called number. (D)

(D)
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(D)

(D)

3. NUMBER REFERRAL SERVICE (cont'd)

A. Description (cont'd)

(D)

(D)

4. Definitions

- a. Primary Number - The first number of any residence or business account when more than one number is billed together (commonly referred to as the pilot number). A separate bill is rendered for each primary number.
- b. Additional Number - Any number billed with a primary number, such as lines within: 1) the same hunting group, 2) same prefix, or 3) same address.
- c. Sequential Range - A numerical series or grouping of telephone numbers that is continuous and uninterrupted. A sequential range consists of no less than two numbers.

3. NUMBER REFERRAL SERVICE (cont'd)

B. Regulations

1. Number Referral Service is available to residence and business service customers where facilities and operating conditions of the Company permit.

2. The disconnected or changed number will be kept dedicated for the customer's selected intercept period unless the Company determines it necessary to reassign and use the referred number as specified in Schedule Cal. P.U.C. No. A2.1.17. (C)
(C)

(D)

3. Credit allowance or refunds will be provided as applicable due to the Company's error, such as no intercept when one was requested, or situations in which the Company needs to use an intercepted number before the customer requested period has been reached. The credited amount will be based on the actual number of days the intercepted number was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Guidebook, Part 2, Section 2. (C)
(C)

(D)

3. NUMBER REFERRAL SERVICE (cont'd)

B. Regulations (cont'd)

- 4. For each number intercepted, the standard central office recorded announcement will be provided, advising the caller that the number has been disconnected or is no longer in service.

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(C)
(D)

(D)

3. NUMBER REFERRAL SERVICE (cont'd)

B. Regulations (cont'd)

- 5. All Residence and Business Service customers will be billed the applicable Number Referral Service charges on the next bill rendered after the effective date of the interception for the disconnected or number changed account. (C)
(C)
- 6. Number Referral Service periods are specified as follows: (C)
 - a. Residence Service - Three month period.
 - b. Business Service - Primary Number - Twelve months. (C)
(D)
Additional months are available at the customer's request provided the utility's facilities permit. Charges for additional months will apply as set forth in C. Rates and Charges. (C)
(D)
 - c. Centrex, Airport Intercommunicating Service and Direct Inward Dial Service, Primary Number only - Twelve months. (C)

C. Rates and Charges

- 1. The following charges are for Number Referral Service only and are in addition to any applicable service charges, monthly rates and nonrecurring charges with which they are associated.
- 2. Residence Service

	<u>Charge</u>	<u>USOC</u>	
Primary Number			(D)
- first 3 month period	NO	N/A	
- each additional 3 month period	\$11.87	REFBN	
Additional Numbers			(D)
- first and additional 3 month periods, each	11.87	REFBN	

(D)
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(D)

(D)

3. NUMBER REFERRAL SERVICE (cont'd)

C. Rates and Charges (cont'd)

3. Business Service	<u>Charge</u>	<u>USOC</u>	(C)
			(D)
Primary Number			
- first month	NO	N/A	
- each month up to 12 months or new directory issue date, whichever is longer	NO	N/A	
- each month beyond 12 months or new directory issue date, whichever is longer	\$14.25	REFBN	
Additional Numbers			
- first and additional months, each	14.25	REFBN	

(D)

(D)

3. NUMBER REFERRAL SERVICE (cont'd)

C. Rates and Charges (cont'd)

	<u>Charge</u>	<u>USOC (C)</u>
		(D)
		(D)
4. Charges to change established referral of call information only will apply as set forth in Part 3 Section 1.		(D)
5. Number Referral Service charges do not apply to:		
a. A disconnect or number change with no referral.		
b. The primary number of any Residence or Business Service account with the initial periods of 3 months for Residence and 12 months for business, as shown on C., preceding.		(C) (C)
c. Company initiated number changes.		(C)
d. Directory errors caused by the Company.		(C)
		(D)
		(D)